



Veritas Response to

Virginia Information Technologies Agency



COMMONWEALTH OF VIRGINIA VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA) SUPPLY CHAIN MANAGEMENT DIVISION

REQUEST FOR INFORMATION (RFI) 2017-14

FOR:

SERVER, DATA CENTER, AND SECURITY SERVICES

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Veritas is a large business.

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1. Respondent Information

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2. Introduction

Corporate Overview

VITA may know Veritas Information Management and Information Intelligence solutions from our days as part of Symantec Corporation. Veritas has recently operationally separated from Symantec and has been purchased by the Carlyle Group, a global investment firm. Now operating as Veritas Technologies, LLC, we became an independent privately held company as of January 29 2016. Moving forward, the Veritas core focus is to continue delivering the following best of breed Information Management and Information Governance solutions (click for more info):

- [NetBackup \(NBU\)](#)
- [Backup Exec](#)
- [Disaster Recovery Orchestrator](#)
- [Veritas Resiliency Platform \(VRP\)](#)
- [InfoScale \(formerly Storage Foundation\)](#)
- [Enterprise Vault \(archiving\)](#)
- [eDiscovery Platform \(eDP\)](#)
- [Data Insight](#)
- [InfoMap](#)

Veritas solutions enable organizations to harness their information, bolstering business success in even the most complex environments. We serve organizations of all sizes, including 86 percent of global Fortune 500 companies. We serve every federal agency in the United States. In fact, for over a decade Gartner Magic Quadrant has recognized Veritas as a leader for both Enterprise Backup Software & Integrated Appliances, and Enterprise Information Archiving.

We help our customers improve their data availability and unlock insights from their data to make them more competitive. We have over 7,800 employees in 58 countries around the world, with our global headquarters located in Mountain View, California. Veritas has multiple support and design centers throughout the US and internationally. Veritas also has solutions implemented throughout all federal agencies.

We partner with the largest technology leaders, including Amazon, Cisco, Fujitsu, Google, Hitachi, HP, IBM, Microsoft, NetApp, OpenStack, Symantec, EMC and many more.

For a complete list of hardware vendors and their compatibility:

https://www.veritas.com/support/en_US/article.000025228

For hardware and software compatibility lists:

https://www.veritas.com/support/en_US/article.000033647

VITA Solution Overview

As a long standing partner of VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA), and as the industry leader in Backup and Recovery, Archiving and Information Availability, Veritas brings a heritage of support to the VITA environment. We are very appreciative of our current partnership to be the foundation of your data protection, disaster recovery and archiving environment supporting your mission critical applications and data. Our dedicated personnel from Veritas have a history of guiding customers in capacity planning and considerations, feature and functionality, software deployments, training, upgrades, patching, security resolutions as well as break fix. This relationship allows us to stand uniquely qualified to facilitate VITA's future considerations and pursues. Our expertise runs deep in not only the data protection, but in knowledge of the workings of the current environment.

Value Veritas Provides for VITA:

- An integrated converged platform that can scale without complexity
- Enablement to protect, locate, and recover more information in less time across any combination of platforms or storage environments
- Leverage of the existing tool(s) across environments to ensure simplicity and consistency in protection
- Strategic partner providing a broad spectrum technology (Backup & Recovery, Archiving, Info Availability)
- Recognized leader for both Enterprise Backup Software & Integrated Appliances and Information Archiving

Veritas provides Managed Services offerings for many customers supporting both Backup & Recovery and Archiving solutions. We have experience improving our clients' backup and recovery environments by elevating their data protection metrics to the highest levels while focusing on cost. Veritas does accentuate some of our customers on our website with testimonials, but due to our confidentiality considerations that are part of our agreements, we cannot disclose our clients without previous written authorization; the same courtesy and consideration we will extend to VITA.

Our current response leads with our operational out tasking, allowing VITA or its affiliate to still maintain control of the environment while very quickly & efficiently offloading management of the backup environment so you can focus on your core initiatives. As you start to transition your operational environment towards a full "as a Service" model, Veritas can assist in that journey. A transition team from Veritas, composed of senior engineers, would work with you to perform analysis, planning and execution leveraging best practices fit to your environment. By way of example we could say some objectives might be: Set the correct flow of information, focusing on optimizing resources, standardizing the platform for a more efficient operation, and assess the state of the backup topology. Many of these assets, the knowledge and integration with the product support and engineering are unique only to Veritas.

Given the above, should VITA move forward with this initiative, we urge you to consider Veritas as a valuable partner to whomever you pursue. Independently or with our valued partners, we can maintain and protect the level of support, unique knowledge, and personnel that maintain and maximize the viability of VITA's most critical data protection and recovery environment.

3. Questions

Ref#	Category	Question	Supplier Response
Server/Storage Services			
Q1.	Server/Storage	The Commonwealth has upwards of 10 non-centralized Data Centers in Agency-operated buildings, primarily in the metro Richmond area. What are examples of Suppliers' best practices in managing the Servers, Storage, Firewalls, and Data Center LANs in non-centralized (Agency) facilities?	No recommendations
Q2.	Server/Storage	What does the Supplier recommend for the length of the contract for Server, Storage, and Data Center Services? Please describe benefits and trade-offs.	No recommendations
Q3.	Data Center	What do you recommend for the length of the contract for the Data Center Facility for this type of environment?	No recommendations
Q4.	Server/Storage	What does the Supplier recommend for technology refresh rate for the different types of Devices in VITA's environment? Is there an impact on the length of the services contract?	A 3 year software technology refresh will traditionally afford customers the ability to implement two major releases of the technology and incorporate minor release and patches as needed. As for hardware, we have traditionally seen our storage devices have an End of Sales Life after 3 years and an End of Support life after 5 years.
Q5.	Server/Storage	The Commonwealth is interested in a separate hardware charge in the Server RUs to account for the initial capital outlay for physical servers. Is there a better way to represent the cost differences and hardware refresh cycle in the Server RU structure?	No recommendations
Q6.	Server/Storage	The Commonwealth is proposing tiering of services for Server and Storage in an attempt to align costs with availability and performance. Based on your experience, do these tiers of service have any challenges in developing a solution? Do you have experience with these service tiering model? Do you have any recommendations or enhancements for the Commonwealth to consider?	We have seen other state and local government agencies develop 3 and 4 tier storage models to potentially align cost with availability and performance. Hidden costs that the state needs to ensure when the cost model is based on storage being used are :

Ref#	Category	Question	Supplier Response
			<ul style="list-style-type: none"> • Optimization of storage at each tier to reduce storage footprints within a tier • Governance of data and seamless migration of data between tiers as data stored on more costly storage are less frequently accesses. • Reporting to the commonwealth for not only capacity usage in a given month but deeper analytics to make informed retention decisions about data that is driving unnecessary storage costs <p>Adopting a software-defined storage solution affording the flexibility of both best of breed storage, flash/SSD, and commodity infrastructure that ensures alignment with availability and performance.</p>
Q7.	Server/Storage	The Commonwealth currently spreads costs across a very simple RU model. Do you have an enhanced RU model that could offer a larger variety of services while minimizing the RUs and their complexity?	No recommendations
Q8.	Server/Storage	The Commonwealth is including Bronze thru Platinum service levels for Server as examples of service categories. What would be required to implement this model in the Commonwealth?	Veritas will review with the commonwealth the network infrastructure and client workloads to clearly outline achievable SLA targets. Those targets can align with Bronze through Platinum Service levels.
Q9.	Server/Storage	Do you see a better way to bundle or spilt the services we are requesting, in order to more effectively integrate with other towers (including MSI), and obtain more flexibility in the Commonwealth's IT environment while maintaining appropriate Governance and security?	No recommendations
Q10.	Server/Storage	Are their new Storage offerings, like Object Based Storage or predictive storage, that the Commonwealth should include in storage or enhanced services? How do you offer and charge for virtual	A conversation about contemporary storage solutions would be pointless without discussing the advances in cloud-based alternatives. S3 is perfect example of

Ref#	Category	Question	Supplier Response
		storage?	<p>how both Object and Cloud can provide customers with a cost effective and even more so adaptable storage solution for what amounts to (more often than not) a large portion of their information. This of course is not a silver bullet as public cloud isn't often considered the primary target for tier 1 workloads (email notwithstanding). Additionally, the ability to move dynamically between cloud and on-premise technologies is essential to a successful next-gen architecture. What this means is that customers should be looking to implement a storage management platform that achieves the following:</p> <ul style="list-style-type: none"> - Intelligent Data Classification (Application Aware) - Advanced Tiering and Migration Capabilities so as to future proof investments both in an out of the cloud - Adaptable to Legacy and emerging workloads - Addresses Capacity and Performance independently - Hardware Agnostic, supporting Local, SAN, DAS and Cloud Storage (Hybrid Storage Cloud) - Fully resilient with ready-made DR capabilities - Addresses Copy Data Management/Data Virtualization Challenges - Minimal Operational disruption <p>Please note that most industry analysts (IDC, Gartner) are essentially in agreement across these concepts when it comes to a Software Defined Storage</p>

Ref#	Category	Question	Supplier Response
			<p>strategy.</p> <p>Veritas is not a point solution in this space, we address in totality the items described above. These are the tenets to a Software Defined Storage architecture built upon InfoScale Enterprise & Veritas Access.</p>
Q11.	Server/Storage	The Commonwealth is interested in ensuring it provides optimal storage performance and availability for VITA and VITA's Customers. How do you propose to provide and measure this performance?	<p>The Veritas NetBackup™ 5240 Appliance is an enterprise backup appliance with built-in redundancy, expandable storage and intelligent end-to-end deduplication for physical and virtual environments. Only Veritas appliances deduplicate on both the client and target side. Equipped with Veritas™ V-Ray technology, it provides unique visibility into virtual environments that speeds recovery and reduces storage costs. Content-aware deduplication reduces the size of backups so you can store more data cost effectively and replicate faster.</p> <p>Product highlights include:</p> <ul style="list-style-type: none"> • Suitable or environment starting at 4TB and expandable up to 458TB usable capacity, NetBackup appliances are ideal for both remote offices and enterprise data centers. • Multiple functional deploy as master server, media server, or both for a NetBackup domain. • Fits into existing NetBackup environments Easily expand or refresh existing Backup environments without disrupting operations. • Ultimate virtual machine protection Supports

Ref#	Category	Question	Supplier Response
			<p>VMware® vSphere™ and Microsoft Hyper-V®, no proxy servers required.</p> <ul style="list-style-type: none"> • Wide Area Network (WAN) optimization up to 10x faster transfer rate for backups to cloud and replicating off-site. • NetBackup Accelerator delivers traditional, full backups at the speed of incremental backups. • Simple and fast snap shot replication, accelerate snap shot replication management and granular file level recovery from any replicated snapshot image. • Operational simplicity power up and walk through the installation wizard to start backing up in minutes. • Improve resource utilization, decrease backup storage up to 50 times and bandwidth consumption up to 99 percent. • Flexible deduplication options deduplication at source or target; inline or post-process. • Dynamic storage, usable capacity can be any combination of up to 458TB deduplication or Advanced Disk pool (non-deduplicated storage). • Storage Area Network (SAN) client support, high-speed streaming through Fibre Channel to NetBackup 5240. • Built-in replication, policy based replication powered by Veritas™ OpenStorage. • Auto Image Replication (AIR), replicate backup images to a remote NetBackup domain for electronic vaulting and disaster recovery readiness. • Heterogeneous cloud gateway, serves as a gateway unit for sending backups to supported cloud storage

Ref#	Category	Question	Supplier Response
			<p>vendors.</p> <ul style="list-style-type: none">• Secures in-flight and at-rest backup data, encryption may be configured for source and target deduplication.• Tape support, write to tape for long-term data retention. <p>InfoScale helps your IT teams realize ever more reliable operations and better protected information and applications across your physical and virtual infrastructures.</p> <p>With enterprise-class resiliency and software-defined storage features for critical services across your data center infrastructure, InfoScale ensures that your IT operations perform at their highest levels.</p> <p>Product highlights include:</p> <ul style="list-style-type: none">• As application components increasingly get distributed across multiple physical and virtual tiers, their management gets increasingly complex. InfoScale Enterprise shields you from this complexity with Virtual Business Services (VBS), a simple construct that internalizes the start/stop sequencing and dependency between different tiers that comprise the multitier applications.

Ref#	Category	Question	Supplier Response
			<p>VBS is aware of the complete business service and takes action in the event of a failure. When an individual component of the multitier application fails, Virtual Business Services not only recovers the failed application, it automatically orchestrates the connection to other computing resources needed to keep the business service available. The result is faster recovery and minimal downtime—all with no manual intervention.</p> <ul style="list-style-type: none">• Normal clustering relies on resource polling to determine the health of your application resources. This polling process increases processor overhead but, more importantly, doesn't always notice faults immediately. <p>Intelligent Monitoring Framework in InfoScale Enterprise asynchronously monitors selected Resources, meaning failures can be detected instantaneously. The CPU overhead associated with traditional poll-based monitoring is also greatly reduced.</p> <ul style="list-style-type: none">• Your production environments are constantly changing. Having a regular cadence of testing your disaster recovery strategy is critical to

Ref#	Category	Question	Supplier Response
			<p>guarantee a successful recovery in the event of an outage.</p> <p>InfoScale Enterprise includes Fire Drill, a tool that simulates disaster recovery tests by starting up an application at the disaster recovery site as it would in an actual disaster. Because it is a simulation, Fire Drill does not disrupt production applications, so it can be run as often as necessary, eliminating the need for extensive manual weekend testing</p> <ul style="list-style-type: none"> • SmartIO and storage-tiering technologies from Veritas not only enhance storage performance and QoS but also the cost-effectiveness of the overall storage environment. <p>SmartIO is especially useful for lots of small, random reads and writes, such as with a transactional database. By keeping hot data inside the server on fast solid-state devices, application reads are filled up to 400 percent faster than they can be over a traditional Storage Area Network (SAN), reducing costs by more than 80 percent.</p> <p>Additionally, storage tiering allows less</p>

Ref#	Category	Question	Supplier Response
			<p>frequently accessed or lower-priority data to be stored on lower-grade, less-expensive storage.</p> <ul style="list-style-type: none"> InfoScale Enterprise can be mounted on up to 64 cluster nodes simultaneously, making it an ideal solution for application scale-out. Its load-balancing architecture distributes file ownership across all nodes in the cluster for near-linear performance scalability. The result: reliable and high-performance file data access across a broad spectrum of enterprise applications, including media applications and unstructured data.
Q12.	Server/Storage	The Commonwealth has traditional x86 virtual servers, but it is also interested in the capabilities of a private cloud. Could they be combined or left separate? Please describe how this could be accomplished most effectively.	<p>Integration with cloud storage providers NetBackup integrates with cloud storage providers via the NetBackup Connector, allowing IT departments to manage cloud storage for backup and recovery as easily as on-premise storage, but with lower costs and improved flexibility. Organizations can leverage the cloud as a new storage tier or as a secondary off-site location for disaster recovery.</p> <p>Currently, enterprise customers are hesitant to move to the cloud because they feel they cannot get the comprehensive level of data security protection that they get in their physical environments. Also, latency, long backup windows, bandwidth costs, and unmet RTO objectives, are barriers to cloud adoption for large enterprises and their main requirements focus around a single point of control and a uniform</p>

Ref#	Category	Question	Supplier Response
			<p>method for managing the protection of a diverse range of applications. The diversity and complexity is augmented by the fact that, now, some of the applications may be running in the cloud. A NetBackup platform-based approach enables protection to be applied across a diverse range of applications running either on-premise or in the cloud.</p> <p>NetBackup will ensure that cloud storage environments are protected and applications running in the cloud can be recovered in the case of a disaster or corruption. When the NetBackup platform is extended to protect a cloud storage environment, customers can feel confident moving their applications to the cloud as they can rely on their existing NetBackup infrastructure to protect their cloud storage environment.</p>
Q13.	Server/Storage	How does Database as a Service make sense for an Enterprise like the Commonwealth? Do you have any recommendations for how to charge for enhanced Database services (i.e., Development DBA)?	*not part of our offerings
Q14.	Server/Storage	The Commonwealth wants to provide cost effective solutions to VITA and the Agencies. What do you describe as the key cost and value drivers that would help the Commonwealth offer services that are not cost prohibitive to deliver? Do you see any requirements in the description of services in this RFI that would cost more to meet than the business value they provide?	No recommendations
Q15.	Security	The Commonwealth is interested in an Enterprise Key Management System for compliance and security. How do you propose the Commonwealth request Key Management services?	No recommendations
Q16.	MSI	Identity and Access Management (IAM) services and the systems	*not part of our offerings

Ref#	Category	Question	Supplier Response
		supporting those functions are currently split between multiple providers. How do you propose bringing these services together to provide a single integrated service?	
Q17.	MSI	The Commonwealth has defined the cross-functional requirements in Exhibit 2.2. Do you have any comments in the structure and handoffs identified in this document? Do you have any prior experience working with MSIs? Do you have any recommendations regarding the approach for how the MSI should interact with the other suppliers?	*not part of our offerings
Q18.	MSI	Do you see any benefits or challenges in requiring the Data Center facility provider to also be responsible for providing common operating monitoring groups in the same solution (e.g., CMOC, ITOC, SOC, NOC)?	*not part of our offerings
Q19.	MSI	The Commonwealth currently has a single traditional DR solution that requires the entire backup Data Center to be failed over. There is a desire to move to a more flexible solution that allows single Agencies or even applications to be failed over individually. This process requires design, development, operations, testing, and coordination. What role should VITA's MSI should play in this effort in relation with the Server Services provider?	<p>VITA should assist in defining application availability targets through a formalized business impact analysis. This will describe on a per service basis the interdependent applications and associated data that must be available at a DR facility within a designated period of time and a designated amount of tolerable data loss. Your MSI can define the service level agreements required on a per application basis.</p> <p>Veritas solutions orchestrate those definitions on a per application basis to automate DR failover within the recover point and recovery time objectives in a tiered cost effective model for a specific service or even as granular as an application.</p>
Q20.	Data Center	The Commonwealth is interested in Multi-site High Availability and Disaster Recovery Services. At a high-level, what do you recommend on the number and locations of centralized Data Centers the Commonwealth should utilize for that purpose? Any tradeoffs?	Veritas highly recommends multi-site high availability and disaster recovery services. Depending on VITA's Network topology and application/data SLAs will determine the number of locations recommended to

Ref#	Category	Question	Supplier Response
			<p>meet the business requirements.</p> <p>Veritas has the solution to meet the enterprise demand of high availability, disaster recovery and resiliency.</p> <p>Along with the InfoScale high level features stated in Q11, Veritas also offers Veritas Resiliency Platform.</p> <p>We recognize that your business applications are spread across the state. They run across connected layers, each built using multi-vendor operating systems, physical servers, virtualization technologies, and clustering solutions. Some components may even run in the cloud.</p> <p>Resiliency Platform provides a unified and proactive solution for managing business resiliency and meeting your Recovery Time Objectives across your IT landscape.</p> <p>You get the choice of using the in-built data mover, or out-of-the box support for leading third-party data movers to ensure your critical Recovery Point Objectives are always met.</p> <p>Veritas Resiliency Platform is built on four business resiliency pillars: predictability,</p>

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			<p>automation, and compliance and flexibility.</p> <ul style="list-style-type: none"> • Predictability: Meet critical business Service Level Objectives such as Recovery Time Objectives and Recovery Point Objectives with single-click recovery operations • Automation: Automate recovery run books and start and stop orchestration for multi-tier applications • Compliance: Be compliant to business continuity mandates with audit reports and non-disruptive recovery rehearsals • Flexibility: Proactively move applications across sites or to the cloud <p>Not only are these four pillars strategic to any business continuity plans, the ability to perform recovery rehearsals requiring zero downtime are the best assurance of maximum uptime.</p> <p>Veritas Resiliency Platform helps you test your business continuity preparedness by allowing disaster simulations so your business continuity preparedness can be reliably tested with zero-downtime. No complicated, manual cleanups are required and audit reports can be generated to</p>

Ref#	Category	Question	Supplier Response
			<p>keep stakeholders informed.</p> <p>Make resource-intensive weekend drills a thing of the past with zero-downtime recovery rehearsals from Resiliency Platform.</p>
Q21.	Migration	Suppliers will be required to provide an implantation plan to specify how they will take over responsibility for the existing environment. The Commonwealth is also interested in recommendations with regard to how the Commonwealth could migrate or transform to new Service offerings. What do you recommend for this migration plan?	A transition team from Veritas, composed of senior engineers, would work with the prime to perform analysis, planning and execution leveraging best practices to design a migration plan.
Q22.	Enhanced Services	The Commonwealth is interested in receiving proposals to include new enhanced services, (e.g., Cloud, Analytics, Managed File Transfer) Can you recommend any other such enhanced services the Commonwealth should also consider including at the moment? How would you recommend these services be delivered?	No recommendations
Q23.	Enhanced Services	As the technology landscape changes in the Commonwealth's environment, could you describe other enhanced services that VITA and VITA Customers should consider in the future?	No recommendations
Q24.	Enhanced Services	What would you propose as a good business case for virtualizing the desktop (offering VDI)?	*not part of our offerings
Q25.	Data Center LAN	What do you recommend as the best demarcation point between the Data Center LAN and the Network or WAN? The Commonwealth wants to make the cleanest scope separation for a future WAN Network RFP.	*not part of our offerings
Q26.	Data Center LAN	In the current RFI, the Commonwealth has bundled Data Center LAN services (e.g., switching, routing, load balancing and firewall) with Server and Storage services. Do you find any challenges, issues, or concerns with this approach and why? Any recommendations?	*not part of our offerings

Ref#	Category	Question	Supplier Response
Q27.	Data Center LAN	The Commonwealth did not bundle Data Center LAN services (e.g., switching, routing, load balancing and firewall) with the Data Center Facility services (e.g., HVAC, power, raised floor). Do you believe this is the correct approach? Do you have any recommendations?	*not part of our offerings
Q28.	Data Center LAN	The Commonwealth is considering decoupling the Data Center Facility services from the Server, Storage, and Data Center LAN services. What do you think of this approach? What do you think are the advantages, disadvantages and tradeoffs of splitting the facility services out versus coupling these services with Server, Storage, Data Center LAN?	*not part of our offerings
Q29.	Data Center LAN	Supplier is expected to provide centralized Data Center LAN services. Should LANs in non-centralized Data Centers be part of the scope for Data Center LAN services or bid as part of Network/WAN in a future procurement? What would be the pros/cons and tradeoffs?	*not part of our offerings
Q30.	Data Center LAN	If the solution includes new Data Centers, who should provision and manage the network connections between the Data Center locations? Should it be the Network Provider, the Data Center Provider or the Server, Storage, Data Center LAN Provider?	*not part of our offerings
Q31.	Data Center	How does the Supplier propose to migrate Server, Storage, Data Center LAN services out of the CESC datacenter by June 2019 or earlier? Describe how the Supplier would seamlessly migrate out of CESC like-for-like, transform to new services, or a combination of the two? What are the recommended approaches?	No recommendations
Q32.	Cloud Services	The Commonwealth is interested in a solution that integrates traditional hosting services with new private, community, and public cloud offerings. How do you propose integrating these services?	Veritas recognizes the need for heterogeneity across the IT landscape. With our products, we provide you the choice and flexibility to utilize hosted solutions, public/private cloud, on-premise or a hybrid model.
Q33.	Cloud Services	What would be the best practice with regard to Suppliers owning the cloud contracts and potentially transferring that contract to the Commonwealth? Should the Commonwealth own that contract outright? Are there any other alternatives to be considered?	No recommendations

Ref#	Category	Question	Supplier Response
Q34.	Cloud Services	When the Commonwealth buys cloud services offerings how do you propose to identify where the data and services are located?	No recommendations
Financial/Server Storage			
Q35.	Pricing Structure	<p>The Commonwealth is interested in creating the best possible pricing structure for the Services. In light of that fact, Supplier is invited to both comment on the structure described in Exhibit 4.1 and 4.2, and to propose an alternate pricing structure if they believe that it will better serve the interests of both parties.</p> <p>The Commonwealth will contemplate any proposed pricing structure along five dimensions:</p> <ol style="list-style-type: none"> 1. Predictable: To the greatest extent possible, customers should be able to forecast charges ahead of time; changes in pricing that occur over time should not be a surprise. 2. Manageable: The pricing should not be so complex that it is needlessly difficult to administer. If quantities of work or equipment in the environment must be measured, then those quantities should be as easy and transparent as possible to measure. 3. Fair: The service pricing must be a reasonable proxy for a services provider's underlying costs and should adequately recover those costs. Additionally, to the extent possible, the party that causes any incremental cost should bear that cost. 4. Incentives: All pricing structures will incentivize certain behaviors and discourage others. The goals of the sourcing program must be kept in mind when considering the behaviors that might be driven by a pricing structure. For example, a goal to encourage server consolidation might include reduced cost at a centralized 	<p>Veritas offers several different possible pricing structures and address pricing flexibility to best support the Commonwealth's interests.</p> <ol style="list-style-type: none"> 1. Predictability: Veritas Managed Services offer predictable costs. Our cost is inclusive of the services in the offering. For example, reporting is included in the service. A robust library of reports are available and custom requests, within reason, are included at no additional charge. If another customer requests a report, we provide the sanitized report available to all customers. It has been our experience several competitive vendors may charge for additional reports requests. Our pricing has volume based pricing tiers, providing predictability for growth. 2. Manageable: Our cost is inclusive of services in the offering so it is not complex to administer. Veritas Managed Service has only a couple components: a one-time activation charge per domain and a reoccurring charge based on established volume tiers. The real time & transparent reporting, combined with planning services included in the offering provide visibility & manageability of the cost of the environment. 3. Fair: The reporting feature can help provide granularity. 4. Incentives: As part of the Managed Offering,

Ref#	Category	Question	Supplier Response
		<p>data center.</p> <p>5. Flexible: As consumption moves up and down, the charges should also adjust. Technology is an evolving industry, and the ability to turn down an old service to turn up a new service is one of the benefits of an efficient IT sourcing agreement. Such adjustments may include minor volume changes month to month, significant scope additions, reductions, or terminations, and ability of large service providers to re-deploy investments.</p>	<p>Veritas provides an Assessment, summary of current state and best practice recommendations customized to the Commonwealth's environment during the Service Activation Phase. On an ongoing basis, the offering provides semiannual health checks, and recommendations.</p> <p>5. Flexible: Based on the negotiated contract, Veritas can work with a partner to address consumption pricing to be able to incorporate items like volume changes, scope additions and other flexible pricing requests.</p>
Q36.	Inventory and Volume Collection	<p>The Commonwealth is interested in introducing new Resource Units that do not exist in the current contract; in order to fairly compensate Supplier for service delivered, and support the other goals described in question 36, Supplier is asked to describe their experience and approach to collecting and verifying volumes both before and after contract signing, and the approaches they use to adjusting financials in the event that the initial count is incorrect. For example, today database support is provided by the Supplier, but is not separately billable. The Commonwealth sees an advantage to separating out database support and making it a separate chargeable unit, how would the service provider collect and verify the volumes to support this chargeable unit?</p>	<p>The Reporting will address collecting and verifying environment. The reporting can be customized to meet business needs and requirements, which will enable different chargeback options. Adjustments to the pricing can be negotiated in the contract.</p>
Q37.	Asset Ownership	<p>The Commonwealth consumes certain services today which are underpinned by a set of assets (servers, firewalls, etc.). The Commonwealth (or their designee) has the right to acquire these assets. The Commonwealth has a desire to consume services; rather than own assets, and envisions Supplier acquiring these assets and using them to provide services back to the commonwealth. Please</p>	<p>Veritas directly and through our valued partnerships is working to address 'as a Service' and consumption models to consume services rather than procuring hardware, software & services independently. Veritas has process in place to address license reassignment where appropriate and as part of the</p>

Ref#	Category	Question	Supplier Response
		describe experiences acquiring assets from an incumbent, and also describe your recommend financial treatment of their cost recovery for these assets.	contract can negotiate cost recovery or conversion of traditional perpetual licenses.

4. Feedback Regarding RFI Documents

Please use the table below to provide commentary regarding specific documents included within this RFI, adding rows as necessary.

Ref#	Document/Section	Supplier Commentary
C1.		Veritas has none at this time.
C2.		
C3.		
C4.		
C5.		
C6.		
C7.		
C8.		
C9.		
C10.		